

Appendix C:

Letter to Employer & Certificate of Achievement

NOTE TO INSTRUCTORS

It's no secret: soft skills are difficult to measure. Most pre-employment tests are of little value in assessing interpersonal or teamwork skills. Even in personal interviews, employers must rely on body language and facial expressions to assess such qualities as self-esteem and motivation. Faced with this lack of information, many employers are likely to make judgments based on stereotypes.

As a result, individuals who do acquire soft skills through training programs need certification of that fact to combat employer stereotypes. As a result, we developed a certificate of achievement and a template for a letter to employers. Your Neighborhood Networks Center Director (or the training provider delivering the course) can customize and sign the letter for participants to give to prospective employers when applying for a job.

Employer Name
Title
Company Name
Company Address
Company Address

Date

Dear _____:

As a community-based technology center, it is our mission to work with residents to help them build skills and credentials, as well as with local employers to address skill gaps and to help meet their hiring needs. Towards this end, we are delivering a soft skills training course to residents within our community. This letter is to certify that [insert name of participant] has successfully completed the course, entitled “Personal Management Skills.”

In today’s fast-paced, technology-driven economy, many of the skills and techniques one needs to know are learned on the job. However, we understand that a majority of entry-level jobs require a high level of social and interpersonal skills. Our course helps individuals develop these skills. Our interactive, _____ week course is composed of nine separate lessons, focusing on issues ranging from problem-solving and conflict resolution to effective communication, personal responsibility, teamwork, and motivation.

As a result of taking this course, we feel that [insert name of participant] is better prepared to handle the challenges associated with employment and will be a valuable contribution to your organization. If you have any questions, please do not hesitate to call me at the number below.

Sincerely,

Name of Instructor or Center Director
Title
Telephone Number